



Change Ahead!

The ServiceNow Out of Box (SN OOB) Team is very pleased to announce that our *Customer Request Portal* has a new look and feel for a one-stop shop for all DTI products and services. Check it out here...

https://delaware.service-now.com/dti_sp?sysparm_stack=no

What does this mean for DeIDOT? With the DeIDOT portal being a highly customized portal, and the mandate for ITC centralization; DeIDOT will now utilize DTI's new Customer Request Portal (see above for the link).

How will this impact how DeIDOT orders products and or services? All State of Delaware employees will use DTI's Customer Request Portal to order all their IT products and services including employee onboarding.

What does DeIDOT need to know now? August 21, 2020, at 5:00 p.m. the DeIDOT portal will no longer be available. August 23, 2020, at 5:00 a.m., DeIDOT will be using the DTI's Customer Request Portal located at https://delaware.service-now.com/dti_sp?sysparm_stack=no.

Will there be training and instructions? Yes! The ServiceNow team has developed a PowerPoint and a video for DeIDOT to view for better understanding of the DTI's new Customer Request portal and where the DeIDOT onboarding process is located (all have been attached to this



email for your convenience.) Click this play button for the video:

All these documents and the video will be placed within the DTI.Delaware.Gov website @ <https://dti.delaware.gov/state-agencies-portal/service-now/> within the next week for later user reference.

FYI – DeIDOT Supervisors: You are the ones who have received this information per the DeIDOT HR supervisor file that was sent to DTI. Please forward this to your staff and any other individuals within DeIDOT that you feel should receive these informational documents and video. As stated in the PowerPoint attached (last slide), if you have any questions, please forward them to me, the ServiceNow project manager.